

Received by CMS on _____

State Hispanic Employment Plan Survey 2012

Per Senate Bill 2043/Public Act 94-0597, each state agency is required to report to CMS all of their activities in implementing the State Hispanic Employment Plan and the Bilingual Employment Plan which will be incorporated into the annual report submitted to the General Assembly. Please provide the information as requested below reflecting both bargaining unit and non-bargaining unit data.

DUE: Monday, October 31, 2011

RETURN TO: Department of Central Management Services
Bureau of Personnel/Division of Statewide Services
503 Stratton Office Building
Springfield, IL 62706
Phone: 217/524-8773
Fax: 217/558-4497
Email: nancy.pedrucci@illinois.gov

Questions may be directed to Cory Foster, CMS-Personnel at 312/814-3844 or cory.foster@illinois.gov.

ALSO, PROVIDE A COPY TO THE DEPARTMENT OF HUMAN RIGHTS AT THE FOLLOWING ADDRESS:

Lon Meltesen, Chief Legal Counsel
Illinois Department of Human Rights
100 W. Randolph St., Ste. 10-100
Chicago, Illinois 60601

Agency: Illinois Department of Commerce and Economic Opportunity (DCEO)

Name of Individual Completing Survey: Victoria Dawn Benn

Individual's Working Title: Agency-wide EO Compliance/Education & Training Mgr.

Individual's Phone Number: 217/524-2997 (Voice) or 217/558-6971 (Fax)

Individual's Mailing Address: Director's Office/EOMC (Ridgely Building)
500 East Monroe Street, 8th Flr., Springfield, IL., 62701

Individual's Email
Address: Victoria.Benn@illinois.gov 1.

1. As of June 30, 2011, provide the number of Hispanics employed within each of the following EEOC categories:

___8___ Officials and Managers

___8___ Professionals

___0___ Technicians

___N/A___ Protective Service Workers

___2___ Para-Professionals

___1___ Office and Clerical

___0___ Skilled Craft Workers

___0___ Service-Maintenance

2. As of June 30, 2011, provide the number of employees in Spanish-speaking option positions who receive bilingual pay employed within each of the following categories:

___2___ Officials and Managers

___4___ Professionals

___0___ Technicians

___N/A___ Protective Service Workers

___1___ Para-Professionals

___1___ Office and Clerical

___0___ Skilled Craft Workers

___0___ Service-Maintenance

3. As of June 30, 2011, provide the number of funded positions within each of the following EEOC categories:

__47__ Officials and Managers
__63__ Professionals
__1__ Technicians
__N/A__ Protective Service Workers
__2__ Para-Professionals
__4__ Office and Clerical
__0__ Skilled Craft Workers
__1__ Service-Maintenance

4. As of June 30, 2011, provide total number of agency employees on board; include full-time, part-time and LOA's:

As of 06/30/11 DCEO had 428.0 employees, including the Director and Assistant Director and 12 leaves of absence.

5. As of June 30, 2011, provide the underutilization for Hispanics by category:

__1__ Officials and Managers
__0__ Professionals
__0__ Technicians
__N/A__ Protective Service Workers
__0__ Para-Professionals
__0__ Office and Clerical
__0__ Skilled Craft Workers
__0__ Service-Maintenance

6. How many Rutan certified interviewers in your agency are Hispanic?
_____3_____

7. In how many Rutan interviews did Hispanic interviewers participate?

The Department has never tracked Rutan interviewers on the basis of ethnicity, but to the best of our knowledge, there were no Hispanic Rutan interviewers during this period.

8. How many employees left your agency during FY 11 and how many of those were Hispanic?

Total __40__

Hispanics __0__

9. How many Employees were hired during FY 11 and how many of those were Hispanic?

Total Hired __30__

Number of Hispanics __2__

10. What steps has your agency undertaken to ensure that all administrative staff responsible for hiring, interviewing, recruitment and EEO are complying with all legislative mandates of the Hispanic Employment Plan?

When DCEO's Office of Human Resources staff notifies the Office of Equal Opportunity Monitoring & Compliance (EOMC) that vacancies have occurred in underutilized or utilized areas, the DCEO Office of EOMC immediately sends out a written notice to the Deputy Director of Human Resources and their staff as well as the respective hiring authority reminding them of their EO/AA, Executive Order #15 (1999) and State Hispanic Employment Plan obligations to adhere to such laws; and

All staff within the Office of Human Resources as well as DCEO's Agency-wide EO Compliance/Education and Training Manager attend monthly agency personnel managers' meetings and training sessions sponsored by CMS and IDHR to become aware of any/all legislative mandates affecting the State Hispanic Employment Plan; and

DCEO's Deputy Director of Equal Opportunity Monitoring and Compliance provides periodic updates to the Director regarding DCEO's responsibility to attract, hire or promote highly qualified Latinas/Latinos to the workforce; and

The Director meets regularly with the Deputy Director of Equal Opportunity Monitoring and Compliance to strategize our efforts to increase the number of highly qualified Latinas/Latinos at DCEO as well as meet the AA goals.

11. Does your agency have a designated Hispanic Liaison who works with the Hispanic Community? If so, please provide the name:

The former Assistant Director to DCEO, Roxanne Nava, previously served in this capacity but was appointed to another state agency in May, 2011.

- a) Is this person on the Executive Staff? __They were during this period__

12. List all agency activities undertaken in implementing the State Hispanic Employment Plan:

- a) Hispanic employment strategies (recruitment, internships, community linkages, development of a Hispanic Employment Recruitment Plan):

The Director places great emphasis on hiring/promoting highly qualified Latina/Latino applicants and employees within managerial and professional level positions within the Department and monitors Agency goals through frequent inquiry and discussion with the Deputy Director of Human Resources and the Deputy Director of EOMC.

During this period, DCEO's Agency-wide EO Compliance/Education and Training Manager maintains contact with DCEO's Assistant Director Roxanne Nava who in turn maintained an excellent business relationship with the Senior Advisor to the Governor, statewide Latina/Latino local and state officials, statewide businesses owned by minorities and Women, and the Illinois Hispanic Chamber of Commerce regarding the need for state agency's to increase their number of highly qualified Latinas/Latinos to state service. DCEO also contacted Joseph Ashcraft, CMS Coordinator, for the State Hispanic Employment Plan; Carlos Charneco, EEO Manager at IDHS and Past President of IAHSE; Susan Allen, Liaison, with IDHS; Barb McDonald from the CMS Diversity Enrichment Program and statewide EEO Officers to apprise these employment sources of current vacancies within DCEO as well as our attempts to identify future employment/career fairs which might be scheduled in areas that are predominately located in Latina/Latino communities.

DCEO maintains a close relationship with the following community outreach partners:

- Denise Martinez, Director, Governor's Office (Liaison for Latino Affairs)
- The Honorable State Senator Antonio Munoz and the Honorable State Representative Maria Antonia Berrios – Illinois Legislative Latino Caucus
- Martha Lopez, President, Illinois Association of Hispanic State Employees (IAHSE);
- Rosemary Bombela, Illinois State Director of the League of United Latin American Citizens (LULAC);

- Guadalupe Preston, Executive Director, Service, Employment & Redevelopment (SER) for the Spanish Community of Chicago
- Blanca Vargas, Community Relations Liaison, Illinois Department of Human Rights and Illinois State Director for Women of the League of United Latin American Citizens (LULAC);
- Elizabeth Ortiz, President, Illinois Latino Council on Higher Education (ILACHE);
- Geoffrey Obrzut, Chief Executive Officer, Illinois Community College Board (ICCB);
- Eloy Salazar, Executive Director, Illinois Migrant Council (IMC); and
- Employment and training facilities that are identified by our Office of Employment and Training that are located in Latina/Latino communities
- Sylvia Puente, Executive Director, Latino Policy Forum
- Maria Gregory (bilingual staff person) – IL, Worknet Office, Jacksonville, IL,
- Jaime Velasquez, Assistant Director, UIC Office of Career Services

DCEO participates in statewide employment/career fairs sponsored by universities, community colleges, trade associations and annual conferences affiliated with statewide professional minority organizations as well as employment events scheduled by members of the Illinois General Assembly when our budget permits. DCEO was represented at the following Career/Job Fairs, statewide conferences and special events:

23rd Annual Illinois Association of Hispanic State Employees (IAHSE) Training Conference, October 8 2010, Chicago, Illinois

2011 Springfield Collegiate Career Fair sponsored by the University of Illinois, Springfield College in Illinois/Benedictine University, Robert Morris University and Lincoln Land Community College, February 17, 2011, Springfield, Illinois

23rd Annual Illinois Association of Minorities in Government (IAMG) State of the State Training Conference, March 24 – 25, 2011, Springfield, Illinois

2011 Career and Employment Expo sponsored by MacMurray College, Illinois College, The Job Center, DHS – Division of Rehabilitation Services, LLCC, West Central Mass Transit District, Jacksonville Area Chamber of Commerce, Jacksonville Regional Economic Development Corporation, Jacksonville Journal-Courier and Radio Stations WLDS/WEAI, April 14, 2011, Jacksonville, Illinois

DCEO was invited and participated at a special event sponsored by the Illinois Department of Employment Security in partnership with the U.S. Department of Veterans Affairs (located at the Jesse Brown VA Medical Center) on May 26, 2011, Chicago

DCEO's Agency-wide EO Compliance/Education and Training Manager outreached to local area churches, community-based organizations, advocacy groups, statewide minority professional organizations, staff from the CMS Diversity Enrichment Program, other state agency Equal Opportunity/Recruitment Managers, the Illinois Department of Human Rights and the CMS SD/DHS Recruitment Program.

The Department tracks the response rate of applicants who complete a CMS employment/promotional application, submits a resume to the Department and obtains a CMS grade of "A" for various position titles which the Department utilizes.

The Department maintains recruitment files compiled with lists of highly qualified individuals, including Latina/Latino/Hispanic applicants and employees, interested in working for or advancing within the Department. As positions become available, they are referred to the Office of Human Resources.

Supervisors who are directly involved in the selection process are requested to contact the Department's Agency-wide EO Compliance/Education and Training Manager, prior to the interview, to identify any outstanding underutilized areas when considering the hire or promotion of highly qualified Latina/Latino/Hispanic applicants for state service.

The Office of Human Resources as well as the Office of Equal Opportunity Monitoring & Compliance assists applicants by mail, telephone, in person, the Internet and e-mail in order to better understand the CMS employment process and to help them access, complete and submit an employment or promotional application.

DCEO's Agency-wide EO Compliance/Education and Training Manager also identifies and refers highly qualified internal Latina/Latino/Hispanic employees to DCEO management staff for consideration when promotional opportunities arise.

As a result the Department hired:

One (1) highly qualified Latino Official/Manager in the DCEO Chicago Office of the Director/Office of Entrepreneurship, Innovation and Technology

One (1) highly qualified Latina Para-professional in the DCEO Chicago Office of the Director

- b) How does your agency assess bilingual skills when filling positions as bilingual option? (Example; structured oral interview, written test, none)

Assessment is determined via a portion of the structured interview that is conducted in Spanish. The candidate is asked questions in Spanish and responds in Spanish.

- c) Spanish-speaking option employment strategies to increase the number of available bilingual/Spanish employees to service the needs of your Spanish-speaking public:

Management identifies bilingual needs based on the position's requirement to provide Spanish-speaking assistance as requests to fill vacancies are initiated.

When DCEO's Agency-wide EO Compliance/Education and Training Manager is notified of positions that require a posting and are posted as bi-lingual, the information is shared with statewide Recruitment resources such as:

The Governor's Office - Liaison for Latino Affairs
Illinois Association of Hispanic State Employees;
Illinois Association of Minorities in Government
Illinois Latino Council on Higher Education;
CMS Diversity Enrichment Program;
Community organizations such the Service, Employment &
Redevelopment (SER) organization; and
League of United Latin American Citizens

- d) Promotional programs that provide Hispanic employees with career ladder enhancement, self-development training or otherwise enhance your agency's ability to meet the needs of your Spanish-speaking public and your Hispanic employees:

DCEO not only emphasizes recruitment and hiring, but also places great importance on training, education, and promotional needs for Latina/Latino/Hispanic employees so they have an opportunity to take advantage of career advancement opportunities within the Department. DCEO offers a Tuition Reimbursement Program; Upward Mobility Program; Professional Development Training/Education Programs; and a variety of Computer Training Programs to all eligible employees.

- e) How has your agency ensured that all appropriate staff are complying with the mandatory Hiring and Promotion Monitor requirements:

Per Section 2520.770 (h) of the Human Rights Rules and Regulations this law requires agencies to use hiring and promotion monitors whenever personnel transactions occur. As stated in the rules: "No hire or promotion commitment shall be made until the agency EO Manager or designee has reviewed and signed the monitor indicating approval of the transaction. In all transactions, the agency Director or designee shall sign and date the monitor, indicating approval. All staff within DCEO's Office of Human Resources has been made aware of this law when they attend the monthly personnel managers meetings sponsored by CMS. And the DCEO Office of EOMC reminds HR on a periodic basis of this mandate.

- f) Recommendations provided by DHR, CMS or the Auditor General:
N/A _____

13. Provide results of your agency's studies and monitoring success concerning the number of Hispanics and Spanish-speaking bilingual persons employed by your agency in the EEOC categories:

2011 Hispanic employee summary:	2012 Hispanic employee summary:
7 – Official/Managers	8 – Official/Managers
8 – Professionals	8 – Professionals
1 – Para-Professional	2 – Para Professionals
1 – Office/Clerical	1 – Office/Clerical
0 – Skilled Craft Worker	0 – Skilled Craft Worker
2010 Spanish-speaking bilingual summary:	2011 Spanish-speaking bilingual summary:
2 – Official/Managers	2 – Official/Managers
4 – Professionals	4 – Professionals
1 – Para-Professional	1 – Para-Professional
1 – Office/Clerical	1 – Office/Clerical

Were there any increases or decreases in those levels from the prior year? If so, please provide specific details.

During FY11 the Department experienced an increase in the number of highly qualified Latino/Latina's. Whereby one (1) highly qualified Latino Official/Manager in the DCEO Chicago Director's Office was hired. And one (1) highly qualified Latina Para-professional was also hired in the DCEO Chicago Director's Office. DCEO did not experience any change in the number of filled Spanish-speaking positions during this period.

14. Please provide any suggestions/recommendations for increasing the number of Hispanics and Spanish-speaking bilinguals employed by your agency.

The Department encourages all DCEO employees, including Latino/Latina staff, to contact DCEO's Office of Human Resources for position titles associated with the Spanish speaking option. DCEO Latino/Latina employees are also requested to access our DCEO Portal II system on the Intranet to identify current vacancies as they occur. DCEO encourages all staff to connect friends and family members who are interested in state service, by accessing the new CMS electronic employment system at <http://work.illinois.gov/>. Interested parties should complete a CMS employment or promotional application, and apply for specific state position(s) based upon their educational skills or work experience. Latino/Latina applicants with disabilities should contact the CMS/SD Program Coordinator or

the DHS/ Disability Recruitment Program Coordinator. And Latino/Latina veterans should contact the CMS/Veteran's Outreach Program Coordinator.

Please attach additional sheets as necessary and be sure to complete the Certification form on the next page.

**HISPANIC EMPLOYMENT PLAN SURVEY
CERTIFICATION**

NAME OF AGENCY: DCEO

ADDRESS: 500 E. Monroe Street, Springfield, Illinois 62701

TELEPHONE NUMBER: 217/524-2997

AGENCY DIRECTOR: Director Warren Ribley

EEO MANAGER: Victoria D. Benn

This is to certify that the attached document represents the Hispanic Employment Plan Survey of this agency.

Warren Ribley Date 10/25/11
Director

Victoria D. Benn Date 10-25-2011
EEO Manager